DOCUMENT RESUME

ED 338 847 CE 059 537

TITLE	Medical Assistant. Ohio's Competency Analysis Profile.
INSTITUTION	Ohio State Univ., Columbus. Vocational Instructional Materials Lab.
SPONS AGENCY	Ohio State Dept. of Education, Columbus. Div. of Vocational and Career Education.
PUB DATE	91
NOTE	28p.; For related documents, see CE 059 517-542.
AVAILABLE FROM	Vocational Instructional Materials Lab, Ohio State University, 1900 Kenny Road, Columbus, OH 43210-1090 ($1.50).
PUB TYPE	Guides - Classroom Use - Teaching Guides (For Teacher) (052)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	*Allied Health Occupations Education; Business Skills; *Competency Based Education; Drug Use; *Employment Potential; Entry Workers; Ethics; High Schools; Insurance; Job Analysis; *Job Skills; Laboratory Technology; Lifelong Learning; *Medical Assistants; Medical Services; Patient Education; Pharmacology; Physical Examinations; Postsecondary Education; Quality Control; Secretaries; State Standards; Task Analysis
IDENTIFIERS	DACUM Process; Ohio

ABSTRACT

This Ohio Competency Analysis Profile (OCAP), derived from a modified Developing a Curriculum (DACUM) process, is a comprehensive and verified employer competency list for a medical assistant program. It contains units (with or without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter this occupation. Within that outline are are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment and are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items are needed to advance in a given occupation. Futuring items are needed to enter and remain in a given occupation 3 to 4 years from now. This OCAP contains 13 units: (1) principles of medical ethics; (2) quality assurance; (3) infection control and hazards management; (4) medical database; (5) patient education; (6) examinations; (7) medications; (8) medical emergencies; (9) laboratory procedures; (10) general office procedures; (11) insurance; (12) financial functions; and (13) employability. (YLB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

OCAP

OHIO'S COMPETENCY ANALYSIS PROFILE

MEDICAL ASSISTANT

Employer Verification Panel

Fran Freeman, *Private Consultant*, Pataskala, Ohio

Nancy Kessler, *MetroHealth Medical Center*, Cleveland, Ohio

Lynn Koenig, *Northside Internal Medicine Consultants*, Westerville, Ohio

Judy Markins, *Ohio University Osteopathic Medical Center*, Athens, Ohio

Barb Marshall, *Family Medical Care*, Springfield, Ohio

Jean A. Moquin, *Ohio University Osteopathic Medical Center*, Athens, Ohio

Kris Slygh, *Certified Medical Assistant*, Springfield, Ohio

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

Ohio's Future at Work

Division of Vocational and Career Education
Ohio Department of Education

Vocational Instructional Materials Laboratory
Center on Education and Training for Employment

THE OHIO STATE UNIVERSITY

BEST COPY AVAILABLE

What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in FY93). Advancing items (marked with one asterisk) are needed to advance in a given occupation. Futuring items (marked with two asterisks) are needed to enter and remain in a given occupation three to four years from now.

Districts may add as many units, subunits, competencies, and competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their courses of study and monitor competency gains via the new competency testing program.

The **Employability Skills** portion of this list was verified by the following employer panel:

Gary J. Corrigan, *Dana Corporation*, Ottawa Lake, Michigan
David Crooks, *Bowling Green State University Union Food Service*, Bowling Green, Ohio
Pat Doerman, *Farrow's Harley-Davidson*, Columbus, Ohio
William Gockenbach, *Kaiser Aluminum*, Heath, Ohio
Patsy Hathaway, *CBS Personnel Services, Inc.*, Dayton, Ohio
Marlyn Harman, *Marlyn Harman & Associates*, Cleveland, Ohio
Thomas R. Hyldahl, *Toledo Edison*, Toledo, Ohio
Carol C. James, *Ohio Contractors Association*, Columbus, Ohio
James Mack, *Chrysler Jeep Assembly*, Toledo, Ohio
Rocky McCoy, *Ironton-Lawrence Co. Community Action Organization*, Ironton, Ohio
James Needs, *Independent Crop Producer*, Upper Sandusky, Ohio
Ronald Simmons, *Former GM Executive*, Warren Ohio

BEST COPY AVAILABLE

Ohio Competency Analysis Profile
Medical Assistant

Unit 1: Principles of Medical Ethics

Competency 1.0.1: Practice personal professional protocol with medical community

Competency Builders:

1.0.1.1 Comply with tax requirements
1.0.1.2 Maintain integrity of personal files
1.0.1.3 Be aware of statute of limitation
1.0.1.4 Identify ownership of medical records

Competency 1.0.2: Practice personal professional responsibilities

Competency Builders:

1.0.2.1 Participate in professional associations
1.0.2.2 Participate in professional development inservices

Competency 1.0.3: Practice personal professional protocol with regard to patient issues

Competency Builders:

1.0.3.1 Inform patient of truth of lending law
1.0.3.2 Inform patient of anatomical gift act
1.0.3.3 Inform patient of living will
1.0.3.4 Explain informed consent
1.0.3.5 Explain reasons for termination of patient services
1.0.3.6 Inform patient about noncompliance with physician's recommendations
1.0.3.7 Inform patient about remuneration
1.0.3.8 Inform patient of impact of communicable diseases

Unit 2: Quality Assurance

Competency 2.0.1: Maintain control system(s)

Competency Builders:

2.0.1.1 Perform peer review
2.0.1.2 Perform calibration and proficiency testing of equipment
2.0.1.3 Perform record(s) audits

* Advancing
** Futuring

Competency 2.0.2: Perform risk management

Competency Builders:

2.0.2.1 Maintain patient follow-up system (e.g., tickler files)
2.0.2.2 Participate in continuing education

Unit 3: Infection Control and Hazards Management

Competency 3.0.1: Comply with state and federal regulations

Competency Builders:

3.0.1.1 Comply with Occupational Safety and Health Administration (OSHA) regulations
3.0.1.2 Comply with Environmental Protection Agency (EPA) regulations
3.0.1.3 Report communicable diseases to local health authorities

Competency 3.0.2: Maintain personal safety and hygiene

Competency Builders:

3.0.2.1 Use eye protection
3.0.2.2 Wear gloves
3.0.2.3 Wear mask
3.0.2.4 Wear uniform and/or professional attire
3.0.2.5 Practice safe, sanitary, and sterilizing procedures (e.g., packaging instruments)
3.0.2.6 Practice proper hygiene
3.0.2.7 Become immunized against communicable diseases
3.0.2.8 Complete incident reports as required
3.0.2.9 Practice proper body mechanics
3.0.2.10 Demonstrate safe and effective sterilizing methods for instruments and equipment

Competency 3.0.3: Dispose of waste materials in compliance with government regulations

Competency Builders:

3.0.3.1 Practice safe, sanitary, and sterile procedures
3.0.3.2 Dispose of paper and plastic supplies and gloves
3.0.3.3 Dispose of infectious waste
3.0.3.4 Dispose of hazardous waste
3.0.3.5 Dispose of controlled substances
3.0.3.6 Handle and properly dispose of needles and sharp instruments

* Advancing
** Futuring

Competency 3.0.4: Maintain infection control of work area

Competency Builders:

3.0.4.1 Contain used linens
3.0.4.2 Clean and disinfect sink
3.0.4.3 Clean and disinfect counter surfaces
3.0.4.4 Clean and disinfect examination table
3.0.4.5 Check floors

Competency 3.0.5: Apply principles of aseptic techniques and sterility of medical equipment and instruments (e.g., to protect against bacteria, protozoa, fungi, and virions)

Competency Builders:

3.0.5.1 Read and follow manufacturer's instructions for safe operation of all equipment and instruments
3.0.5.2 Apply and maintain infection control in cabinets and drawers
3.0.5.3 Prescrub instruments
3.0.5.4 Sterilize instruments
3.0.5.5 Operate sterilizing equipment
3.0.5.6 Store sterilized equipment and supplies
3.0.5.7 Maintain quality-control log

Unit 4: Medical Database

Competency 4.0.1: Interview patient (e.g., for subjective and objective complaints)

Competency Builders:

4.0.1.1 Take and record medical history (e.g., allergies, current medications)
4.0.1.2 Assess medical condition

Competency 4.0.2: Measure vital signs

Competency Builders:

4.0.2.1 Measure and chart oral temperature
4.0.2.2 Measure and record axillary temperature
4.0.2.3 Measure and record rectal temperature
4.0.2.4 Measure and record radial pulse
4.0.2.5 Measure and record apical pulse
4.0.2.6 Count and record respirations
4.0.2.7 Measure and record blood pressure using proper size cuff
4.0.2.8 Measure and record pacemaker checks*

* Advancing
** Futuring

Competency 4.0.3: Obtain physical measurements

Competency Builders:

4.0.3.1 Measure and record adult height
4.0.3.2 Measure and record adult weight
4.0.3.3 Measure and record adult chest and waist expansion
4.0.3.4 Measure and record infant height
4.0.3.5 Measure and record infant weight
4.0.3.6 Measure and record infant head and chest circumference
4.0.3.7 Measure and record auditory acuity
4.0.3.8 Measure and record visual acuity
4.0.3.9 Identify and record color vision

Competency 4.0.4: Perform telephone triage

Competency Builders:

4.0.4.1 Identify patient
4.0.4.2 Assess patient needs
4.0.4.3 Recognize signs and symptoms of emergency situation
4.0.4.4 Take appropriate action

Unit 5: Patient Education

Competency 5.0.1: Inform patient/family about diagnostic procedures

Competency Builders:

5.0.1.1 Distribute literature regarding advised procedure
5.0.1.2 Educate patient on sophisticated procedures regarding body systems
5.0.1.3 Educate patient on preparation of diagnostic procedures

Competency 5.0.2: Inform patient/family about laboratory and diagnostic procedure results

Competency Builders:

5.0.2.1 Distribute and explain resource materials
5.0.2.2 Discuss support groups and resources
5.0.2.3 Ensure patient follow-up

Competency 5.0.3: Educate patient/family about self-care related to results of diagnostic procedure

Competency Builders:

5.0.3.1 Instruct patient/family about special diets
5.0.3.2 Instruct patient/family about recommended exercise programs
5.0.3.3 Instruct patient/family about specialized applications (e.g., ortho, dietary, ostomy)
5.0.3.4 Instruct patient /family about self-administration of medications

Competency 5.0.4: Inform patient about World Health Organization (WHO) immunization requirements

Competency Builders:

5.0.4.1 Instruct patient/family on infant, preschool, adolescent, and adult immunizations
5.0.4.2 Instruct patient/family on international requirements

Unit 6: Examinations

Competency 6.0.1: Assist with general examination

Competency Builders:

6.0.1.1 Prepare examination room(s)
6.0.1.2 Set up trays and equipment
6.0.1.3 Prepare patient for examination
6.0.1.4 Assist physician with examination
6.0.1.5 Carry out physician's orders
6.0.1.6 Follow up patient needs
6.0.1.7 Ensure procedure documentation
6.0.1.8 Clean examination room after procedure

Competency 6.0.2: Assist with eye, ear, nose, and throat examination

Competency Builders:

6.0.2.1 Prepare examination room(s)
6.0.2.2 Set up trays and equipment
6.0.2.3 Prepare patient for examination
6.0.2.4 Assist physician with examination
6.0.2.5 Carry out physician's orders
6.0.2.6 Follow up patient needs
6.0.2.7 Ensure procedure documentation
6.0.2.8 Clean examination room after procedure
6.0.2.9 Assist with and chart eye irrigation
6.0.2.10 Assist with and chart ear irrigation
6.0.2.11 Assist with and chart tympanometry
6.0.2.12 Assist with and chart laryngoscopy*

Competency 6.0.3: Assist with obstetric and gynecological examination

Competency Builders:

6.0.3.1 Prepare examination room(s)
6.0.3.2 Set up trays and equipment
6.0.3.3 Prepare patient for examination
6.0.3.4 Assist physician with examination (e.g., pelvic, colposcopy, cryosurery)
6.0.3.5 Carry out physician's orders
6.0.3.6 Follow up patient needs
6.0.3.7 Ensure procedure documentation
6.0.3.8 Clean examination room after procedure

(continued)

(continued)

6.0.3.9 Obtain cytology history
6.0.3.10 Assist with Pap smear
6.0.3.11 Instruct patient in self breast examination
6.0.3.12 Perform nonstress electrocardiogram (EKG)

Competency 6.0.4: Assist with pediatric examination

Competency Builders:

6.0.4.1 Prepare examination room(s)
6.0.4.2 Set up trays and equipment (e.g., circumcision tray)
6.0.4.3 Prepare patient for examination (e.g., Denver developmental exam, Medicaide health checks)
6.0.4.4 Assist physician with examination
6.0.4.5 Carry out physician's orders
6.0.4.6 Follow up patient needs
6.0.4.7 Ensure procedure documentation
6.0.4.8 Clean examination room after procedure
6.0.4.9 Record measurements on growth chart
6.0.4.10 Record immunizations
6.0.4.11 Apply restraints when needed (e.g., papoose board)
6.0.4.12 Perform phenylketonuria test

Competency 6.0.5: Assist with proctology and gastrology examination

Competency Builders:

6.0.5.1 Prepare examination room(s)
6.0.5.2 Set up trays and equipment
6.0.5.3 Prepare patient for examination
6.0.5.4 Assist physician with examination (e.g., anoscopy, sigmoidoscopy, enema)
6.0.5.5 Carry out physician's orders
6.0.5.6 Follow up patient needs
6.0.5.7 Ensure procedure documentation
6.0.5.8 Clean examination room after procedure

Competency 6.0.6: Assist with orthopedic examination

Competency Builders:

6.0.6.1 Prepare examination room(s)
6.0.6.2 Set up trays and equipment (e.g., soaks)
6.0.6.3 Prepare patient for examination
6.0.6.4 Assist physician with examination
6.0.6.5 Carry out physician's orders
6.0.6.6 Follow up patient needs
6.0.6.7 Ensure procedure documentation
6.0.6.8 Clean examination room after procedure
6.0.6.9 Assist with casting and splinting procedures
6.0.6.10 Demonstrate use of ambulatory aids
6.0.6.11 Assist patient in wheelchair transfer to and from examination table

Competency 6.0.7: Assist with surgical procedures

Competency Builders:

6.0.7.1 Prepare examination room(s)
6.0.7.2 Identify instruments for correct tray setup
6.0.7.3 Set up trays and equipment
6.0.7.4 Prepare patient for examination
6.0.7.5 Assist physician with examination
6.0.7.6 Carry out physician's orders
6.0.7.7 Follow up patient needs
6.0.7.8 Ensure procedure documentation
6.0.7.9 Clean examination room after procedure
6.0.7.10 Complete surgical scrub
6.0.7.11 Don sterile gloves
6.0.7.12 Prepare skin and drape patient for minor surgery
6.0.7.13 Assist with insertion and removal of sutures and staples
6.0.7.14 Remove contaminated dressing
6.0.7.15 Apply sterile dressing

Competency 6.0.8: Assist with neurological examination

Competency Builders:

6.0.8.1 Prepare examination room(s)
6.0.8.2 Set up trays and equipment
6.0.8.3 Prepare patient for examination
6.0.8.4 Assist physician with examination
6.0.8.5 Carry out physician's orders
6.0.8.6 Follow up patient needs
6.0.8.7 Ensure procedure documentation
6.0.8.8 Clean examination room after procedure

Competency 6.0.9: Assist with geriatric examination

Competency Builders:

6.0.9.1 Prepare examination room(s)
6.0.9.2 Set up trays and equipment
6.0.9.3 Prepare patient for examination
6.0.9.4 Assist physician with examination
6.0.9.5 Carry out physician's orders
6.0.9.6 Follow up patient needs
6.0.9.7 Ensure procedure documentation
6.0.9.8 Clean examination room after procedure

* Advancing
** Futuring

Unit 7: Medications

Competency 7.0.1: Order, store, and dispose of medications

Competency Builders:

7.0.1.1 Check inventory stock
7.0.1.2 Contact supplier
7.0.1.3 Rotate stock
7.0.1.4 Process narcotic forms (e.g., Drug Enforcement Agency [DEA] licence)
7.0.1.5 Store medications properly
7.0.1.6 Prepare expired medications for disposal
7.0.1.7 Dispose of medications properly (e.g., comply with government regulations)

Competency 7.0.2: Calculate dosage according to physician's orders

Competency Builders:

7.0.2.1 Use Physician's Desk Reference (PDR) for facts and comparisons
7.0.2.2 Determine oral dosage
7.0.2.3 Determine parenteral dosage
7.0.2.4 Determine sublingual dosage
7.0.2.5 Determine pediatric dosage

Competency 7.0.3: Obtain and administer medications according to physician's orders

Competency Builders:

7.0.3.1 Prepare and administer oral medication
7.0.3.2 Identify correct anatomical sites
7.0.3.3 Prepare and administer intramuscular and subcutaneous injectable medications
7.0.3.4 Prepare and administer sublingual medications
7.0.3.5 Prepare and administer transdermal medications
7.0.3.6 Prepare and administer inhalant medications
7.0.3.7 Prepare and administer instillation medications
7.0.3.8 Prepare and administer topical medications
7.0.3.9 Prepare and administer rectal medications
7.0.3.10 Prepare and administer vaginal medications

Competency 7.0.4: Dispense and instruct patients on use of medications

Competency Builders:

7.0.4.1 Provide written instructions
7.0.4.2 Demonstrate use of medications (e.g., identify side effects, adverse effects, interactions with other medications)
7.0.4.3 Prepare written prescription for physician's signature
7.0.4.4 Develop and maintain standing orders according to physician's protocol (e.g., prescription refills

Competency 7.0.5: Record medications

Competency Builders:

7.0.5.1 Log schedule of drugs on patient's chart
7.0.5.2 Log schedule of drugs on medication log
7.0.5.3 Log control/lot number and expiration date
7.0.5.4 Obtain countersignature of physician

Unit 8: Medical Emergencies

Competency 8.0.1: Perform first aid according to accrediting agency standards

Competency Builders:

8.0.1.1 Administer first aid for fainting patient
8.0.1.2 Administer first aid for treatment of unidentified shock
8.0.1.3 Administer first aid for chest pain

Competency 8.0.2: Perform cardiopulmonary resuscitation (CPR) according to accrediting agency standards

Competency Builders:

8.0.2.1 Obtain and maintain CPR certification
8.0.2.2 Administer mouth-to-mouth rescue breathing
8.0.2.3 Administer CPR to infants and children
8.0.2.4 Administer CPR to adults
8.0.2.5 Administer care for obstructed airways for infants, children , and adults

Competency 8.0.3: Assist with first aid for accidents and injuries

Competency Builders:

8.0.3.1 Assess patient
8.0.3.2 Clean wound
8.0.3.3 Apply appropriate dressing
8.0.3.4 Immobilize extremities
8.0.3.5 Arrange for transportation of patient for emergency care

Competency 8.0.4: Administer first aid for burn patient

Competency Builders:

8.0.4.1 Assess patient (e.g., according to rule of 9's)
8.0.4.2 Assist with treatment of heat burns
8.0.4.3 Assist with treatment of electrical burns
8.0.4.4 Assist with treatment of chemical burns

Competency 8.0.5: Administer first aid to control bleeding

Competency Builders:

8.0.5.1 Assess patient
8.0.5.2 Apply direct pressure
8.0.5.3 Apply pressure to supplying vessel

Competency 8.0.6: Assist with first aid for poisoned patient

Competency Builders:

8.0.6.1 Contact poison-control center
8.0.6.2 Assess and care for oral-poisoned victim
8.0.6.3 Assess and care for inhaled-poisoned victim
8.0.6.4 Assess and care for absorbed-poisoned victim

Competency 8.0.7: Assist with patient having seizure

Competency Builders:

8.0.7.1 Protect patient from injury
8.0.7.2 Call for help

Unit 9: Laboratory Procedures

Competency 9.0.1: Perform drug screen testing

Competency Builders:

9.0.1.1 Demonstrate safe use of equipment
9.0.1.2 Read and record results properly

Competency 9.0.2: Perform tuberculosis testing

Competency Builders:

9.0.2.1 Administer and interpret tine test
9.0.2.2 Administer and interpret Mantoux test

Competency 9.0.3: Assist with specimen collection and handling

Competency Builders:

9.0.3.1 Maintain laboratory supplies
9.0.3.2 Obtain specimens for cultures (e.g., body fluids)
9.0.3.3 Culture, grow, and transfer specimen
9.0.3.4 Transport bacteria to outside lab
9.0.3.5 Collect and handle sputum
9.0.3.6 Collect and handle urine (e.g., clean catch and sterile specimens, 24-hour urine, three jar test)
9.0.3.7 Collect capillary blood
9.0.3.8 Collect venous blood
9.0.3.9 Collect, handle, and analyze stool specimen (e.g., for ocult/blood, ovem, and parasite)

Competency 9.0.4: Perform microbiological identifications*

Competency Builders:

9.0.4.1 Identify bacteria using differential agar
9.0.4.2 Identify bacteria using gram stains

* Advancing
** Futuring

Competency 9.0.5: Perform routine urinalysis and urine diagnostics

Competency Builders:

9.0.5.1 Perform complete urinalysis (e.g., dipstick)
9.0.5.2 Perform chemical urinalysis (e.g., dry screening)
9.0.5.3 Perform tests for pregnancy

Competency 9.0.6: Perform manual and automated tests of complete blood count (CBC)

Competency Builders:

9.0.6.1 Perform hematocrit (Hct)
9.0.6.2 Perform hemoglobin determination (hgB)
9.0.6.3 Perform red blood cell counts (RBC)
9.0.6.4 Perform white blood cell counts (WBC)
9.0.6.5 Perform white blood cell differential (diff)
9.0.6.6 Perform erythrocyte sedimentation rate (ESR)
9.0.6.7 Perform clotting time (PT)

Competency 9.0.7: Perform serological tests

Competency Builders:

9.0.7.1 Prepare serum
9.0.7.2 Perform serum blood chemistries
9.0.7.3 Perform ABO and Rh typing
9.0.7.4 Perform monospot test
9.0.7.5 Perform serum pregnancy test (HCG)

Competency 9.0.8: Perform electrocardiograms

Competency Builders:

9.0.8.1 Perform and mount a 12 lead electrocardiogram
9.0.8.2 Set up holtor monitors

Competency 9.0.9: Assist with radiological procedures

Competency Builders:

9.0.9.1 Prepare and instruct patients on procedures
9.0.9.2 Develop X-rays
9.0.9.3 Identify and follow Occupational Safety and Health Administration (OSHA) regulations

Competency 9.0.10: Assist with pulmonary function testing

Competency Builders:

9.0.10.1 Perform spirometry tests
9.0.10.2 Set up and administer oxygen
9.0.10.3 Administer aerosol therapy
9.0.10.4 Perform pulse oximetry

* Advancing
** Futuring

Competency 9.0.11: Assist with allergy testing

Competency Builders:

9.0.11.1 Prepare tray
9.0.11.2 Perform scratch test (e.g., ID test)
9.0.11.3 Perform patch test

Competency 9.0.12: Perform obstetric nonstress test

Competency Builders:

9.0.12.1 Demonstrate proper use of equipment
9.0.12.2 Explain hazards of administering test

Unit 10: General Office Procedures

Competency 10.0.1: Maintain medical records

Competency Builders:

10.0.1.1 File information alphabetically or numerically according to office protocol
10.0.1.2 Retrieve patient record from file
10.0.1.3 Prepare cross-reference file
10.0.1.4 Process and file incoming medical reports
10.0.1.5 Purge records

Competency 10.0.2: Explain office procedures and protocol

Competency Builders:

10.0.2.1 Prepare, edit, and distribute office procedure brochure
10.0.2.2 Advise patient of office hours
10.0.2.3 Advise patient of billing structure
10.0.2.4 Review patient bill of rights

Competency 10.0.3: Operate computer

Competency Builders:

10.0.3.1 Use manufacturer's manuals, software documentation, and other reference materials
10.0.3.2 Power up computer
10.0.3.3 Load software
10.0.3.4 Enter patient information
10.0.3.5 Save patient information
10.0.3.6 File and sort patient records
10.0.3.7 Print patient records
10.0.3.8 Generate backup files
10.0.3.9 Power down computer

Competency 10.0.4: Operate office equipment

Competency Builders:

10.0.4.1 Operate transcriber
10.0.4.2 Operate calculator
10.0.4.3 Operate checkwriter
10.0.4.4 Operate typewriter
10.0.4.5 Operate copy machine
10.0.4.6 Operate postage meter
10.0.4.7 Operate fax machine
10.0.4.8 Operate multiline telephone system
10.0.4.9 Operate credit card impresser

Competency 10.0.5: Write and process office communications

Competency Builders:

10.0.5.1 Compose and type business correspondence
10.0.5.2 Type letters from dictating machine
10.0.5.3 Compose and keyboard interoffice memos
10.0.5.4 Complete appropriate consent forms
10.0.5.5 Address envelopes
10.0.5.6 Process incoming mail

Competency 10.0.6: Open and close office

Competency Builders:

10.0.6.1 Check for safety hazards
10.0.6.2 Maintain environmental service
10.0.6.3 Pull patients charts
10.0.6.4 Check examining rooms for cleanliness and supplies
10.0.6.5 File completed records in locked cabinets
10.0.6.6 Place money in safe
10.0.6.7 Activate alarm system
10.0.6.8 Secure office equipment (e.g., develop and follow checklist)
10.0.6.9 Secure and lock doors

Competency 10.0.7: Demonstrate telephone techniques according to office protocol

Competency Builders:

10.0.7.1 Receive calls
10.0.7.2 Apply oral communication skills
10.0.7.3 Receive, evaluate, and record telephone messages (e.g., date, time, initial calls)
10.0.7.4 Write legibly
10.0.7.5 Obtain and record messages from recording device
10.0.7.6 Obtain and record messages from answering service
10.0.7.7 Screen calls
10.0.7.8 Transfer calls
10.0.7.9 Obtain information for doctor to return calls

(continued)

(continued)

10.0.7.10 Handle emergency calls
10.0.7.11 Make arrangements for patient's admission to hospital
10.0.7.12 Make patient referrals
10.0.7.13 Phone new and refill prescriptions to pharmacy

Competency 10.0.8: Schedule appointments according to office protocol

Competency Builders:

10.0.8.1 Write appointments legibly
10.0.8.2 Prepare appointment calendar
10.0.8.3 Record appointments
10.0.8.4 Prepare appointment cards
10.0.8.5 Maintain recall system
10.0.8.6 Confirm appointments
10.0.8.7 Make referral appointments for patients

Competency 10.0.9: Prepare patient chart for office visit according to office protocol

Competency Builders:

10.0.9.1 Obtain preliminary patient information
10.0.9.2 Prepare folder
10.0.9.3 Prepare charge slip

Competency 10.0.10: Calculate charges on charge slip according to office protocol

Competency Builders:

10.0.10.1 Apply mathematical skills
10.0.10.2 Itemize fee for each service rendered (e.g., using superbill, pegboard, computer statement)
10.0.10.3 Operate calculator

Competency 10.0.11: Maintain administrative office supplies according to office protocol

Competency Builders:

10.0.11.1 Inventory office supplies
10.0.11.2 Prepare purchase requisitions
10.0.11.3 Order office supplies
10.0.11.4 Receive office supplies
10.0.11.5 Store office supplies

Competency 10.0.12: Maintain clinical supplies according to office protocol

Competency Builders:

10.0.12.1 Inventory clinical supplies
10.0.12.2 Prepare purchase requisitions
10.0.12.3 Order clinical supplies
10.0.12.4 Receive clinical supplies
10.0.12.5 Store clinical supplies

Competency 10.0.13: Maintain patient accounts according to office protocol

Competency Builders:

10.0.13.1 Apply mathematical skills
10.0.13.2 Apply basic bookkeeping fundamentals
10.0.13.3 Prepare ledger
10.0.13.4 Record charges and credits
10.0.13.5 Total charges using calculator
10.0.13.6 Interpret and explain doctor's fees
10.0.13.7 Compose itemized statement
10.0.13.8 Compose collection letter
10.0.13.9 Track accounts receivable and prepare aging reports

Unit 11: Insurance

Competency 11.0.1: Secure fidelity of bonding

Competency Builders:

11.0.1.1 Identify need for fidelity of bonding
11.0.1.2 Complete application for fidelity of bonding

Competency 11.0.2: Identify requirements of payment system

Competency Builders:

11.0.2.1 Identify and follow required procedures for private carriers
11.0.2.2 Identify and follow required procedures for noninsured patients
11.0.2.3 Identify and follow required procedures for health maintenance organization (HMO)
11.0.2.4 Identify and follow required procedures for preferred provider organization (PPO)
11.0.2.5 Identify and follow required procedures for independent practitioner association (IPA)
11.0.2.6 Identify and follow required procedures for U.S. government employees (CHAMPUS)
11.0.2.7 Identify and follow required procedures for Aid to Dependent Children (ADC)
11.0.2.8 Identify and follow required procedures for general assistance (GA)
11.0.2.9 Identify and follow required procedures for medicare (e.g., persons over 65, some disabled persons)
11.0.2.10 Identify and follow required procedures for medicaid (e.g., state-paid welfare)

Competency 11.0.3: Identify procedure for diagnostic coding

Competency Builders:

11.0.3.1 Complete forms for proper coding of international classification of diseases (ICD-9 CM)
11.0.3.2 Complete forms for proper coding of current procedural terminology (CPT)
11.0.3.3 Complete forms for proper coding of health care procedural code (HCPC)
11.0.3.4 Complete forms for proper coding of diagnostic related groups (DRG)
11.0.3.5 Complete forms for proper coding of J-codes

Competency 11.0.4: Perform inquiry and appeal process

Competency Builders:

11.0.4.1 Submit claims
11.0.4.2 Track claims
11.0.4.3 Sequence claims
11.0.4.4 Merge information into patient account

Unit 12: Financial Functions

Competency 12.0.1: Perform payroll functions

Competency Builders:

12.0.1.1 Apply mathematical concepts
12.0.1.2 Apply basic bookkeeping fundamentals
12.0.1.3 Calculate employee hours
12.0.1.4 Calculate payroll
12.0.1.5 Prepare payroll checks
12.0.1.6 Prepare and maintain employee records
12.0.1.7 Maintain tax deposit records

Competency 12.0.2: Perform accounts payable functions

Competency Builders:

12.0.2.1 Apply mathematical concepts
12.0.2.2 Apply basic bookkeeping fundamentals
12.0.2.3 Verify invoices
12.0.2.4 Prepare checks
12.0.2.5 Record payments
12.0.2.6 Maintain petty cash account

Competency 12.0.3: Prepare financial summaries

Competency Builders:

12.0.3.1 Apply mathematical concepts
12.0.3.2 Prepare monthly summary
12.0.3.3 Prepare quarterly summary
12.0.3.4 Prepare year-to-date summary

Competency 12.0.4: Perform banking functions

Competency Builders:

12.0.4.1 Apply mathematical concepts
12.0.4.2 Reconcile cash and receipts
12.0.4.3 Prepare deposit slips
12.0.4.4 Make bank deposits
12.0.4.5 Reconcile bank statements
12.0.4.6 Process credit card transactions

Unit 13: Employability Skills
Subunit 13.1: Career Development

Competency 13.1.1: Investigate career options

Competency Builders:

13.1.1.1 Determine interests and aptitudes
13.1.1.2 Identify career options
13.1.1.3 Research occupations matching interests and aptitudes
13.1.1.4 Select career(s) that best match(es) interests and aptitudes
13.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
13.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
13.1.1.7 Develop a career plan

Competency 13.1.2: Analyze potential barriers to employment

Competency Builders:

13.1.2.1 Identify common barriers to employment
13.1.2.2 Describe strategies to overcome employment barriers

Unit 13: Employability Skills
Subunit 13.2: Decision Making and Problem Solving

Competency 13.2.1: Apply decision-making techniques in the workplace

Competency Builders:

13.2.1.1 Identify the decision to be made
13.2.1.2 Compare alternatives
13.2.1.3 Determine consequences of each alternative
13.2.1.4 Make decisions based on values and goals
13.2.1.5 Evaluate the decision made

Competency 13.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

13.2.2.1 Diagnose the problem and its causes
13.2.2.2 Identify alternatives and their consequences in relation to the problem
13.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
13.2.2.4 Utilize resources to explore possible solutions to the problem
13.2.2.5 Compare and contrast the advantages and disadvantages of each solution
13.2.2.6 Determine appropriate action
13.2.2.7 Evaluate results

Unit 13: Employability Skills

Subunit 13.3: Work Ethic

Competency 13.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

13.3.1.1 Identify special characteristics and abilities in self and others
13.3.1.2 Identify internal and external factors that affect self-esteem

Competency 13.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

13.3.2.1 Distinguish between values and goals
13.3.2.2 Determine the importance of values and goals
13.3.2.3 Evaluate how values affect goals
13.3.2.4 Identify short-term and long-term goals
13.3.2.5 Prioritize personal goals
13.3.2.6 Describe how personal values are reflected in work ethic
13.3.2.7 Describe how interactions in the workplace affect personal work ethic
13.3.2.8 Examine how life changes affect personal work ethic

Competency 13.3.3: Demonstrate work ethic

Competency Builders:

13.3.3.1 Examine factors that influence work ethic
13.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

Unit 13: Employability Skills
Subunit 13.4: Job-Seeking Skills

Competency 13.4.1: Prepare for employment

Competency Builders:

13.4.1.1 Identify traditional and nontraditional employment sources
13.4.1.2 Utilize employment sources
13.4.1.3 Research job opportunities, including nontraditional careers
13.4.1.4 Interpret equal employment opportunity laws
13.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
13.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 13.4.2: Design a résumé

Competency Builders:

13.4.2.1 Identify personal strengths and weaknesses
13.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
13.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
13.4.2.4 Complete résumé using various formats
13.4.2.5 Secure references

Competency 13.4.3: Complete and process job application forms

Competency Builders:

13.4.3.1 Explain the importance of an application form
13.4.3.2 Identify ways to obtain job application forms
13.4.3.3 Describe methods for handling illegal questions on job application forms
13.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
13.4.3.5 Return application to proper person, request interview, and follow up

Competency 13.4.4: Demonstrate interviewing skills

Competency Builders:

13.4.4.1 Investigate interview environment and procedures
13.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
13.4.4.3 Demonstrate question and answer techniques
13.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

Competency 13.4.5: Secure employment

Competency Builders:

13.4.5.1 Identify present and future employment opportunities within an occupation/organization
13.4.5.2 Research the organization/company
13.4.5.3 Use follow-up techniques to enhance employment potential
13.4.5.4 Compare and evaluate job offers

Unit 13: Employability Skills
Subunit 13.5: Job Retention Skills

Competency 13.5.1: Analyze the organizational structure of the workplace

Competency Builders:

13.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
13.5.1.2 Be aware of and obey all company policies and procedures
13.5.1.3 Examine the role/relationship between employee and employer
13.5.1.4 Recognize opportunities for advancement and reasons for termination

Competency 13.5.2: Maintain positive relations with others

Competency Builders:

13.5.2.1 Exhibit appropriate work habits and attitude
13.5.2.2 Identify behaviors to establish successful working relationships
13.5.2.3 Cooperate and compromise through teamwork and group participation
13.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 13: Employability Skills
Subunit 13.6: Job Advancement

Competency 13.6.1: Analyze opportunities for personal and career growth

Competency Builders:

13.6.1.1 Determine opportunities within an occupation/organization
13.6.1.2 Compare and contrast other opportunities
13.6.1.3 List benefits of job advancement
13.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

* Advancing
** Futuring

Competency 13.6.2: Exhibit characteristics needed for advancement

Competency Builders:

13.6.2.1 Display a positive attitude
13.6.2.2 Demonstrate knowledge of a position
13.6.2.3 Perform quality work
13.6.2.4 Adapt to changing situations and technology
13.6.2.5 Demonstrate capability for different positions
13.6.2.6 Participate in continuing education/training programs
13.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 13: Employability Skills
Subunit 13.7: Technology in the Workplace

Competency 13.7.1: Assess the impact of technology in the workplace

Competency Builders:

13.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
13.7.1.2 Investigate the use of technology in the workplace
13.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 13.7.2: Use a variety of technological applications

Competency Builders:

13.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
13.7.2.2 Use technology to accomplish assigned tasks
13.7.2.3 Create solutions to problems using technical means

Unit 13: Employability Skills
Subunit 13.8: Lifelong Learning

Competency 13.8.1: Apply lifelong learning to individual situations

Competency Builders:

13.8.1.1 Define lifelong learning
13.8.1.2 Identify factors that cause the need for lifelong learning

Competency 13.8.2: Adapt to change

Competency Builders:

13.8.2.1 Analyze the effects of change
13.8.2.2 Identify reasons why goals change
13.8.2.3 Describe the importance of flexibility when reevaluating goals
13.8.2.4 Evaluate the need for continuing education/training

* Advancing
** Futuring

Unit 13: Employability Skills
Subunit 13.9: Economic Education

Competency 13.9.1: Analyze global enterprise system

Competency Builders:

13.9.1.1 Identify characteristics of various enterprise systems
13.9.1.2 Examine the relationship between competition, risk, and profit
13.9.1.3 Illustrate how supply and demand influence price

Competency 13.9.2: Evaluate personal money management

Competency Builders:

13.9.2.1 Describe the need for personal management records
13.9.2.2 Identify methods of taxation
13.9.2.3 Analyze how credit affects financial security
13.9.2.4 Compare types and methods of investments
13.9.2.5 Prepare a personal budget
13.9.2.6 Be an informed and responsible consumer
13.9.2.7 Analyze the effects of advertising on the consumer

Unit 13: Employability Skills
Subunit 13.10: Balancing Work and Family

Competency 13.10.1: Analyze the effects of family on work

Competency Builders:

13.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
13.10.1.2 Identify present and future family structures and responsibilities
13.10.1.3 Describe personal and family roles
13.10.1.4 Analyze concerns of working parent(s)
13.10.1.5 Examine how family responsibilities can conflict with work
13.10.1.6 Resolve family-related conflicts
13.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 13.10.2: Analyze the effects of work on family

Competency Builders:

13.10.2.1 Identify responsibilities associated with paid and nonpaid work
13.10.2.2 Compare the advantages and disadvantages of multiple incomes
13.10.2.3 Explain how work can conflict with family responsibilities
13.10.2.4 Explain how work-related stress can affect families
13.10.2.5 Identify family support systems and resources

Unit 13: Employability Skills
Subunit 13.11: Citizenship in the Workplace

Competency 13.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

13.11.1.1 Identify the basic rights and responsibilities of citizenship
13.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 13.11.2: Cooperate with others in the workplace

Competency Builders:

13.11.2.1 Identify situations in which compromise is necessary
13.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
13.11.2.3 Demonstrate initiative to facilitate cooperation
13.11.2.4 Give and receive constructive criticism to enhance cooperation

Unit 13: Employability Skills
Subunit 13.12: Leadership

Competency 13.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

13.12.1.1 Identify characteristics of effective leaders
13.12.1.2 Compare leadership styles
13.12.1.3 Demonstrate effective delegation skills
13.12.1.4 Identify opportunities to lead in the workplace

Competency 13.12.2: Demonstrate effective teamwork skills

Competency Builders:

13.12.2.1 Identify the responsibilities of a valuable group member
13.12.2.2 Exhibit open-mindedness
13.12.2.3 Identify methods of involving each member of a team
13.12.2.4 Contribute to the efficiency and success of a group
13.12.2.5 Determine ways to motivate others

Competency 13.12.3: Utilize effective communication skills

Competency Builders:

13.12.3.1 Identify the importance of listening
13.12.3.2 Demonstrate assertive communication
13.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
13.12.3.4 Analyze written material
13.12.3.5 Prepare written material
13.12.3.6 Give and receive feedback
13.12.3.7 Articulate thoughts
13.12.3.8 Use appropriate language

Unit 13: Employability Skills

Subunit 13.13: Entrepreneurship

Competency 13.13.1: Evaluate the role of small business in the economy

Competency Builders:

13.13.1.1 Identify the benefits of small business to a community
13.13.1.2 Analyze opportunities for small business in a community

Competency 13.13.2: Examine considerations of starting a business

Competency Builders:

13.13.2.1 Research a business idea
13.13.2.2 Compare various ways to become a small business owner
13.13.2.3 Investigate factors to consider in financing a new business
13.13.2.4 Evaluate entrepreneurship as a career option

Distributed by

Vocational Instructional Materials Laboratory
The Ohio State University
1900 Kenny Road
Columbus, Ohio 43210-1090

BEST COPY AVAILABLE